PeopleSoft (HCM System) Employee Self-Service Frequently Asked Questions
As of August 17, 2004

1. Will employees be able to perform open enrollment from home?

A: The County's plan is for employees to be able to access open enrollment from home. More information will be distributed once this external access is worked out.

2. Our department spends more hours on HR/Payroll activities today than we did prior to using PeopleSoft. Is anyone assessing our readiness to take on more changes resulting from PeopleSoft? We would like time to get used to what we are doing.

A: One of the primary strategies behind implementing PeopleSoft was to support the MfR management initiative. This requires all time to be reported by PAS codes. In many cases entering this data is taking longer than what it was taking for Time Reporters to enter summarized data prior to PeopleSoft.

While there will probably be a transition period for using Benefits self-service, EHI is counting on everyone using an individual electronic enrollment form in PeopleSoft this fall. Although it will not be a 'positive' open enrollment this year, employees are strongly encouraged to use PeopleSoft to view their current benefit elections, make changes and possibly clean up dependent and beneficiary data. With the exception of Mariflex benefits, if the employee does not enter an election choice, his or her current enrollment will continue for the next plan year.

This online participation will greatly reduce the distribution, input, and processing of paper enrollment forms. EHI would like the EBAC representatives to take information they receive regarding open enrollment during the EBAC meeting and communicate it to their departments.

3. Since we are entering all of this time and labor data to support MfR, are there measurements in place telling us how we are doing?

A: Please contact your budget liaison for help in answering this question.

4. **What if employees don't have access to computers? Can someone else in the department enter the information for them?**

A: Because of the need to reduce paper, EHI is thinking of setting up kiosks in their area for those who do not have access to a computer. Each department should consider ways to achieve 100% electronic open enrollment participation.

Someone else cannot enter open enrollment information for other employees. They can only access their personal information. This is because when an employee logs onto the system, the employee has secured access to see and change only their information.

The only way that someone else could do the work would be for the employee to give her User ID and Password to someone else, and that violates County policy, so it's not an option. Employees whether computer savvy or not, will need guidance as employee self-service in PeopleSoft is rolled out.

5. **Will everyone have a User ID?**

A: Yes. There is one of two ways an employee will have a User ID. One way is to have a logon for PeopleSoft that is the same as the employee's network logon. The other way is to have a separate PeopleSoft logon. The type of logon an employee has depends on how his department's PC/LAN network is configured.

6. **How will employees be trained?**

A: Regular updates and progress reports will be given at the monthly EBAC meetings. Additionally, we are in the process of determining what the best training mechanisms are for the employee population and will provide that information to you once that is worked out.

EHI would like to use EBAC as an avenue for communicating information to their departments. Additionally, at the end of May, the EBAC representatives were given the opportunity to process a test Open Enrollment in PeopleSoft. This testing will be completed by 6/21/04.

7. **Why don't the leave plans show coverage or participation information on the benefits summary page?**

A: The leave plan displayed shows enrollment in the plan. There is no coverage amount to display. Current leave accrual balances are proposed on the View Paycheck page Most of the employees will be enrolled in three plans. PTO/Vacation, FML/Sick, and FMLA. There are a few enrolled in the Military plan for employees in Active Reserve.

8. Why are the Dependent and Beneficiary information fields on the Dependent/Beneficiary Personal Information page not boxed in?

A: Click on the Edit button at the bottom of the page. This will put the information into boxes, and allow you to change the dependent and/or beneficiary information. You will also notice that directly beneath the title of the page, the instructions tell you to do the same.

9. I don't understand Mariflex. I've been paid for bills submitted and yet that wasn't reflected on the Flexible Spending Accounts page.

A: The claims you submit to ASI for your health care or dependent care accounts are not stored in PeopleSoft. ASI is currently our 3rd Party Claims Administrator.

10. Will employee self-service be accessible from the Internet? This would be good for those who do not have computer access at work, but do have computer access at home.

A: That is the County's plan. When it is available, it will be communicated to all employees.

11. Will new hires have to process a benefits enrollment form as of July 1?

A: It will not be mandatory for a new employee to use the electronic means starting July 1. There will be a transition period. The duration of this transition period has not been determined. Both ways of working will be acceptable during this transition period.

12. Will workflow enable a 'stop' at the department level? For example, the Sheriff's office must receive the I9 first, before it goes to central HR.

A: The Eagle e-HR Project Team is reviewing a list of delivered PeopleSoft workflows. The initial rollout of workflow will be very vanilla. We don't know if this rollout will include approvals and/or notifications at the department level at this time.

13. How do I delete dependents and beneficiaries from the new system? For example, if I have an ex-spouse, I don't want that person to be able to receive any life insurance proceeds.

A: To remove dependents and beneficiaries from your benefit plans, do the following:

Dependents: Remove dependents from your benefit plans by selecting or not selecting them during the benefit enrollment process for medical. This means clicking the check mark (✓) on or off as instructed in any one of the Guide and

Desktop References for "Viewing and Updating Your Benefits Information". The person's name and profile will remain on file for historic purposes, but you will have successfully removed this person from your medical and related coverage.

Changing the value in the "Relationship to Employee" field to "ExSpouse" using the dropdown box on the Dependent/Beneficiary Personal Information Page, removes this person as a dependent. This person will no longer be eligible for medical coverage for future enrollments.

Beneficiaries: Ex-spouses can still be beneficiaries, so the process is a little different. To remove beneficiary allocations from your life insurance plans, make sure the benefit allocation fields associated with the name on the beneficiary list are blank. *You do not have to go through the enrollment process to do this*. Do the following:

1. From the Benefits Home Page, you may click on Benefit Summary or Insurance Summary link. From either page that displays, click on the appropriate plan for which you want to make the beneficiary change.
2. Click on the EDIT button to display the Change Current Beneficiary and Allocations Page. On the beneficiary list, blank out the allocation fields associated to the appropriate name (if not already). By doing so, you are specifying that life insurance proceeds are not allocated to this person.

The person's name and profile will remain on file for historic purposes, but you will have successfully removed any allocation percent or amount associated with this person.

14. What does an employee do if they don't have their own personal computer (PC) at work?

A: An employee can use a PC in one of the Resource Labs, or share a personal computer with someone they work with. In time, there may be designated workstations in the County buildings that employees can use.

15. What if an employee does not have an email address?

A: An employee without an email address will still have access to the PeopleSoft (HCM) System. In fact, this is being required. HR Liaisons and PC/LAN Managers will use their existing departmental processes to communicate self-service information to those employees without email.

16. If I have employees that need to learn how to use a PC, but that employee works the night shift, or works out in the field, how can I get that employee trained?

A: The TLC (Technology Literacy Committee) will work with your department to schedule training sessions as needed to help you get your employees trained. Please contact Kimberly Roman or Nancy Corbett to make arrangements.